Working Together at IKEA in a new Era.

EAE Learning objectives for this lesson

Practice using expressions to structure your meetings. Practice introducing yourself in a meeting. Talk about IKEA values for the new era.

Activity One: Discuss.

1. How many meetings do you participate in each week?
2. Do you have meetings in English?
3. Do you feel confident about expressing yourself in English in meetings?
4. What would you like to learn to help you use English in your job?
5. What do the following words mean to you in your job?

Activity Two: Working Together

Read the extract from IKEA's 'New Leadership approach' and answer the questions which follow.

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A new era "We experience societal changes that are changing people's behaviour and the retail industry as a whole. We are facing changes we've never experienced before; in technology, consumer behaviour and distribution models. It is the biggest revolution to happen in retailing since IKEA was founded.

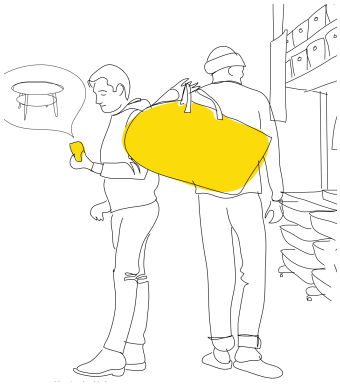
We will never be the same again.

A new era begins and the IKEA vision is as relevant now as it has ever been to reach many more of the many people. To be the IKEA we want to be, we start with ourselves; to learn, unlearn and relearn. We take leadership in this era to develop new capabilities.

It's about people performing and working together, taking part and wanting to make a difference.
We lead with authenticity and make values-based decisions. We make daily choices guided by common sense and simplicity to add value to our customers."

Working together

""We" are bigger than "me"! Working together is at the heart of our culture and has its roots in our siding with the many people. We involve, care for, and acknowledge each other. We pull together to get the job done. We look beyond the workplace for the best interests of our customers, society and IKEA. We share knowledge and experiences. By working together we nurture cost-consciousness and reduce overlaps, gaps and working in silos.



We are interdependent, we need each other. As individuals, teams and as organisations; with clear business assignments and roles we are each other's prerequisites. We make each other become better and when we build on each other's strengths and differences, we share successes and failures to increase our collective learning. We challenge ourselves, to truly open up for working together building synergies where more people take decisions and act on behalf of our customers.

Working together means working together!"

Leadership capabilities Build strong relationships

"We see trust and respect as the basis for building strong relationships. When we lead in complex business situations then we have a greater need for a depth in relationships. We build trust when we increase our openness. We embrace the joys and tensions of working together."

Collaborate and co-create

"We are responsible and accountable for our individual assignments; at the same time we lead interdependently with shared ambitions and goals, working across boundaries and functional roles. We collaborate and co- create with IKEA colleagues, suppliers, partners and customers to add value, creating a better life for more of the many."

Questions:

1. What do you think is meant by "We are bigger than 'me'"?
2. Do you feel that you and your team 'pull together'? Can you give an example?
3. What do you think is meant by "Working together means working together?", how do you interpret that in your everyday life at work?
4. Do you feel that the various teams and organisations you are in touch with at work are really working interdependently?
5. What do you need to learn, unlearn and re-learn at the moment?

Activity Three: Meeting Together: Read the advice.

(For further advice see this video - click here).
Advice for speaking English on the phone (or Teams, Zoom, or Webex)

Speaking on the phone in English can be intimidating. But have no fear! With some easy tips, you can be confident in your abilities and get your point across. Here are some ideas to help you to conquer your next phone call in English!

Open with a polite greeting.
Manners never go out of style so don't forget them just because you can't see the other person. "Hello, how are you doing?" and waiting for the answer can go a long way. Don't forget that there's another human behind the wires!

Call from a calm place and check the sound quality.
While it may be hard to find a completely silent spot unless you have your own recording studio, make sure background noise is minimal. Also, check that your sound quality is ok to prevent misunderstandings due to technology.

Use short sentences and don't ramble
It may be hard to keep focus on having a two-way conversation when you don't get body language and social cues from your conversation partner, but don't forget there's someone on the other end! Keep your sentences simple and to the point to communicate concisely and effectively.

Speak clearly, not loudly
Make sure you're speaking loud enough to be heard, but there's no need to yell.

Don't be afraid to ask clarifying questions
If you don't hear or understand something, make sure you ask, "Can you repeat that?" or "Sorry, I didn't quite hear you, what did you say?" Even native English speakers don't hear everything so there's no shame in asking for clarity.

Keep it Short and Simple.

Use linking words to keep your sentences shorter.
First of all

Secondly Finally

I agree that However
In fact Therefore So finally



Introductory words

It does seem clear that This means that
So we need to

As a matter of fact Furthermore
Then there is the question of

So, all in all

I do feel that...
This is an issue that... So, we try to...

Yes, it's true that.. Which means that..
So in the end...

Basically, Ultimately, Essentially, Clearly, Obviously, In fact,

Prepare what you want to say
Avoid linking two ideas together
Point out important ideas with introductory words
Emphasise important words with intonation
Relate to the people listening, with words they understand.



***Practice** the PAPER method: Use this method to explain your latest work project.*

Activity Four: Imagine a Meeting - Using the 'PAPER' method + advice from above.

With your teacher act out a situation where you introduce yourself in a 'Teams' meeting and then explain what you are currently working on. Your teacher will then ask you some questions about what you are working on. You aim is to make short sentences and use linking words to structure what you are saying.

Activity Five: Again using the PAPER method and the structuring words answer the following questions:

1. Why is it important to work across functional boundaries in your job?
2. How important is it to communicate effectively in meetings if you want to work across functional boundaries?
3. Give an example of working across functional boundaries in your current position?

